NETWORK MANAGER REPORT

![Alabama Interactive logo]

MARCH 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

With the first quarter coming to an end, Alabama Interactive is halfway to its goal of 20 new applications. In March, AI completed one new application and made six updates to existing applications, including a complete re-write of an existing application.

Highlights for the month were:

- AI met with the Alabama Board of History and Archives and the Alabama Department of Tourism to discuss the development of the "Becoming Alabama" website. AI will be working closely with these two agencies to develop this innovative website, while helping to provide citizens a detailed look into the history and architecture which helped develop Alabama into the State it is today.

- AI launched its first iPhone application for the state web portal. The application allows users to take advantage of the advanced capabilities of the iPhone and iPod Touch interface and offers a full mobile version of alabama.gov, access to all state maps as well as news, twitter and alert feeds.

- The Alabama Department of Education merchant service application processed over 2,500 transactions in March, this more than doubled the amount of processed in March 2009. This application accepts payments for the Department of Education certificate renewals.

- The Alabama Department of Revenue, Business Privilege Tax Return Extension and Annual Report application processed over $5.8 million in taxes. Over 1,632 transactions for this application were submitted this month. This year will be the application's fourth full tax year in production.

- An update was completed to the Alabama Secretary of State's UCC filing application. This update includes a monthly search feature which allows UCC users the option to narrow their searches by month.

- The Alabama Department of Public Health, Emergency Medical Technician online renewal application completed its two year renewal period in March. With almost 2,500 renewals online, the application experienced a 36% increase from 2009.

- AI launched a complete rewrite for the Alabama Home Builders Licensure Board. The updated application allows individuals, corporations, and building officials access to renew their expired inactive license online.

Marketing

This month the Marketing team worked diligently to ensure all tax applications ran smoothly before the seasonal tax rush during late March. The team also stayed occupied with the launch of the new iPhone application and the initiation of AI's in-kind project, "Becoming Alabama".

The launch of the new alabama.gov iPhone application created numerous opportunities for the Marketing team. The team issued a press release after the launch and the online information technology news site, GovTech (www.govtech.com), released an independent article about the application. After the issuance of the press release and the article, Barrett Gilbreath was invited by the Georgia Governor's office of Customer Service to give a presentation on the changing face of government service and how mobile applications will ease the need for change.

In addition, Jonathan Kimbrough and Teneisha Jones traveled to the Early Works Museum Complex in Huntsville, Alabama to attend a meeting for Becoming Alabama. During this meeting, AI was given the opportunity to provide a status of the Becoming Alabama application and to present thoughts on enhancing the application. This meeting provided the AI team with important feedback and constructive criticism, enabling them to walk away with many new ideas and possibilities of the Becoming Alabama application.

Customer Service

March was a busy month for the customer support team as they answered a number of calls from customers concerning their taxes and licenses. Customer Sloan Writter experienced issues while filing his tax estimation; he had the following to say about the assistance he was offered, "Thank you so much for going out of your way and working with my bank and me to get my taxes straight." Mr. Writter's bank complimented the AI team as well by saying, "You have been so helpful. Thank you for going the extra mile and helping our client."

Overall, the customer support team answered over 130 live chats and 300 support e-mails in the month of March. Also, AI received a thank you reply concerning Interpreters and Transliterators License Renewals. Holly Brigman, a doctoral student from Auburn, AL replied, "Thank you so much for your prompt response! I was able to log in and renew my license."

Development

During the month of March, the AI Dev-Share team held two meetings. During the first meeting, solutions were discussed to limit the effort required to convert existing applications into mobile device versions. Devised solutions will be tested and implemented over the next few weeks with the goal of having at least six mobile applications released in April. During the second meeting, the team discussed the plan to re-scan all production applications with AI's security scanning software. This activity will ensure continually up-to-date applications, based on the latest security issues available.

In addition, the development team continues to work on the migration of existing applications to NIC's new payment solution. Along with the payment solution migration, all application databases will be migrated and all remaining legacy PERL applications will be moved to a Java virtual server environment.

PROJECT REPORT

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows Nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewals - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Transliterators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAP	Allows real estate licensees to update their continuing education	02/03/2010
Alabama Real Estate Commission	Transfer Application	Allows licensees to transfer, activate or inactivate licenses and/or change name	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to Allows individuals, corps, and building officials to renew online	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in internal testing	October 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in internal testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in internal testing	January 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLC to pay annual registration fee online	This application is in agency testing	TBD

Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in agency testing	TBD
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	TBD
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	TBD
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	This application is in agency testing	TBD
Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	TBD
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Supreme Court	Merchant Service	Allows attorneys to pay for online filings	This application is in pre-project phase	TBD
Alabama Licensure Board for Interpreters and Transliterators	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Department of Public Safety	Fatality Tracking System	Allows users to track fatalities statewide via touch screen monitor	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD

Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows users to purchase emergency permit online	This application is in pre-project phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	July, 2010
Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in pre-project phase	May, 2010

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite of existing application	This application is in agency testing	December 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Real Estate Commission	Certification	Updates to existing application	This application is in development	June 2009
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Real Estate Commission	Instructor Renewal	Update to dates and receipt page	This application is in agency testing	June 2009
Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Nursing	Nursing Endorsement	Updates to existing application	This application is in agency testing	September 2009
Alabama Board of Nursing	CRNA – Rewrite	Apply for CRNA license online	This application is in testing	TBD
Alabama Board of Nursing	Exam – Rewrite	Allows licensees to apply for exam online	This application is in testing	TBD

Alabama Board of Nursing	Military Actively deployed – Rewrite	Allows licensees to renew online	This application is in testing	TBD
Alabama Board of Nursing	Name/ Address change - Rewrite	Allows licensees to request a new card online	This application is in testing	TBD
Alabama State Banking Department	License Renewal	Allows licensees to renew online	This application is in internal testing	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Board of Nursing	Data Download	Updates to existing application	This application is in pre-project phase	TBD
Alabama Board of Nursing	Fee/Fine	Updates to existing application	This application is in pre-project phase	TBD
Alabama State Board of Chiropractic Examiners	Facility and Initial	Rewrite of existing application	This application is in internal testing	TBD
Alabama State Bar	Annual Registration	Update to allows license t o register for annual conference	This application is in pre-project phase	April 2010

SERVICE REQUESTS

Alabama Secretary of State
Limited Liability Partnership Annual Registration Application

Alabama Interactive requests and recommends this service for the Alabama Secretary of State be added to the network. The payment application will be a subscription/portal fee service and will be developed at no cost to the Board.

MONTH IN REVIEW

Total AI Network Transactions:	461,836
Average Successful Request per Day:	14,898
Total alabama.gov Visitors:	66,880
Total alabama.gov Page Views:	560,987
Total alabama.gov Chats or Offline Messages from Live Help:	131
Total AI Customer Support Emails:	260

OPERATIONS & ADMINISTRATION

In March Alabama Interactive welcomed Mary Beth Walls as a part of the growing operations team. Mary Beth is a 2006 International Business major from the University of Georgia and comes to AI from a 4 year consulting position at Accenture. AI looks forward to having Mary Beth on board as a project manager.

OTHER BUSINESS/IN CLOSING

In closing, March proved to be a very productive month for Alabama Interactive. With a recent addition to the team aiding in increased productivity, AI is over half way to our goal of 20 new applications.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath